

Morocco - Financial Services

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Overview

Identification

COUNTRY

Morocco

EVALUATION TITLE

Financial Services

EVALUATION TYPE

Independent Performance Evaluation

ID NUMBER

DDI-MCC-MAR-ME16LOT4-NSCE-2013-v1

Overview

ABSTRACT

The final evaluation of the Financial Services Project (FSP), undertaken by North South Consultants Exchange (NSCE), was undertaken from 17 April to end of September 2013. It focused on the following:

- The evaluation of project performances in terms of relevance, effectiveness, efficiency, consistence and sustainability;
- The measure of perceptible results at the end of Compact, in terms of effects and impacts, positive or negative, expected and unexpected on the beneficiaries, the institutions, the project governance, on the environment, as well as perception of change among the stakeholders, including the members of the community of the project zones compared to the project itself and to the results attained;
- The analysis of the degree of implementation of the recommendations of the mid-term evaluation of the project in order to evaluate if they have had an effect on the project's performance;
- Developing recommendations to strengthen the results of the project, to capitalise on them and to learn lessons from them in light of the future design and implementation of similar projects

EVALUATION METHODOLOGY

Pre-Post

UNITS OF ANALYSIS

Individuals

KIND OF DATA

Sample survey data [ssd]

TOPICS

Topic	Vocabulary	URI
Finance, Investment, and Trade	MCC Sector	
Gender	MCC Sector	

KEYWORDS

Microfinance, Enterprise, Financial Sector

Coverage

GEOGRAPHIC COVERAGE

Provinces of Ait Ayach, Al Haouz, Beni Mellal, Biougra, Chtouka-Ait Baha, El Hajeb, Khénifra, Larache, Meknes, Midelt, Tahanout, Tanger, Taounate, Taourirt, Taza, Tetouan, and Tiznit

UNIVERSE

Microcredit associations in Morocco

Producers and Sponsors

PRIMARY INVESTIGATOR(S)

Name	Affiliation
North South Consultants Exchange	

FUNDING

Name	Abbreviation	Role
Millennium Challenge Corporation	MCC	

Metadata Production

METADATA PRODUCED BY

Name	Abbreviation	Affiliation	Role
Millennium Challenge Corporation	MCC		Metadata producer

DATE OF METADATA PRODUCTION

2015-01-15

DDI DOCUMENT VERSION

Version 1.0 (January 2015)

DDI DOCUMENT ID

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MCC Compact and Program

COMPACT OR THRESHOLD

Morocco

PROGRAM

The goal of the Financial Services Project was to increase financial services to micro-enterprises in Morocco, by addressing the major constraints to the development of a deeper, broader and more market-oriented financial sector. The Compact breaks this down into three specific objectives: •To facilitate access to capital for microfinance in Morocco; •To develop new financial products in the microfinance sector; •To improve operational efficiency and transparency of Microcredit Associations (MCAs).

MCC SECTOR

Finance, Investment, and Trade (FIT)

PROGRAM LOGIC

The implementation of the FSP resulted in a great number of activities that can be grouped according to the following 3 complementary strategies: a)Access to microfinance funds ·The total disbursement of the 25 million USD loan to Jaïda plus 3 million generated from interest ·The Jaïda consecutive loans to the MCAs in the order of 803 million DH; ·The training of 2 311 agents and trainers on social and environmental standards; ·A loan of 5 million USD to Jaïda for the funding of very small enterprises b)The institutional transformation of MCAs and their professionalization ·A study on the institutional transformation of MCAs ·The supply of 31 technical assistance grants, totalling 2.9 million USD; c)The improvement in the operational efficiency and the transparency of MCAs ·The provision of 11 technical assistance grants and equipment, totalling 3.96 million USD; ·The provision of grants to buy 150 mobile agencies, for a total amount of 3.5 million USD; ·The provision of 13 grants for rating the MCA's, for a total amount of 107 796 USD.

PROGRAM PARTICIPANTS

51,000 micro-entrepreneurs and micro-enterprises in Morocco

Sampling

Study Population

Microcredit associations in Morocco

Sampling Procedure

Information on the AMCs and data on the territorial distribution of fixed and mobile agencies have been used as a sampling frame. Moreover, the lists of agents, agency managers who were trained in social and environmental norms, and the lists of clients of mobile agencies will be also used once available to NSCE.

NSCE has the intention to carry out a probability survey based on the random selection of individuals, for surveys conducted on credit agents trained in social and environmental norms. However, if the detailed lists of credit agents/ agency managers, trained in social and environmental norms, are not available during the making of the sample (beginning of phase 2), the non probability quota sampling technique will be utilised.

When it comes to the surveying of clients of mobile agencies, they will be selected on the spot at the mobile agency the day of the visit, by method of quota. One of the points of the interview with the mobile agency managers will concern several aspects such as their method of work, the places they visit, the programme of their tour and the number of clients. All of these elements will be used to properly plan the survey and establish the sampling frame.

Weighting

The sampling frame consists of drawing up a list of all the statistical units (project beneficiaries) classified according the evaluation criteria related to site and group. Then, each group is weighted ($W(h) = N(h)/N$ with $N(h)$ =size from the group h and N = Overall size = 150) and finally the number must be determined in each group by applying the method:

$$H(h) = n * W(h)$$

Where: "n" represents to overall size of the representative sample. In this case, the proposed size (n) is 100 units.

Questionnaires

Overview

Two quantitative surveys were planned:

1. Surveys of agents and agency managers trained in environmental and social standards

A sample of 106 credit agents/ agency managers was drawn from a population of 2,256 agents. It will allow the analysis of:

- MCAs (large, medium and small);
- Gender (male and female).

In order to pay particular attention to women, the sample will include a minimum of 25% female credit agents.

2. Surveys of mobile agency clients

A sample of 106 customers would be drawn from a customer base of 3,350 persons connected to 50 mobile agencies. The sample was designed to provide first level analysis:

- MCAs (large, medium and small);
- Gender (male and female);
- Purpose of the loan (farming, housing, small business, commercial, etc.).
- City of residence of the customer.

The survey of customers of mobile agencies is also designed to measure the effects of credit lending on the economic situation of the borrower (and of his family).

Qualitative interviews with the key actors involved in the implementation of the project as well as the stakeholders were provided. These are the following entities:

- APP (APP-DG) Department;
- The DFSP-APP and DS&E-APP;
- The supervisory institutions of MCAs: BAM and MEF;
- The MCAs and Microfinance Solidarity Network (RMS);
- National Federation of Microcredit Associations (FNAM)
- Jaïda Fund;
- Managers of mobile agencies

Data Collection

Data Collection Dates

Start	End	Cycle
2013-07-23	2013-08-10	N/A

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Data Collectors

Name	Abbreviation	Affiliation
North South Consultants Exchange	NSCE	Qualitative
Data Ingenierie		Quantitative

Supervision

Two teams of two researchers and one supervisor were deployed to the field. A rigorous system of communication between i) the supervisors and the researchers and ii) the field supervisors and the project team have permitted to follow day-to-day advances in data collection.

Concerning the surveys with the clients of mobile agencies, given the inaccessibility of rural zones and the difficulty of ensuring that clients are present at home or at their workplace, it was decided to hold the surveys at the source, that is to

say, the mobile agencies found in the souks. These mobile agencies are found in the souks in order to promote the products with future clients and receive reimbursements of existing clients. The selection of clients, as interviewees, was done on the basis of quotas, and in accordance with age and gender.

Data Processing

Data Editing

Once entered, the data will be checked and corrected at the project office in Rabat, in order to detect potential errors which wouldn't have been detected during data entry from the field (e.g. errors when coding open-ended questions). The checked data will be formatted to produce the 3 deliverables of the mandate concerning the different survey databases.

In order to guarantee suitable advancements in this operation, the computer engineer and statistician will ensure the permanent supervision of the whole operation and will intervene whenever is needed. Once the processing operation is accomplished, the files will be prepared during the important cleaning stage. This stage will consist of ensuring quality data and detecting potential errors, which would not have been detected during the data processing.

Other Processing

The data entry of the 2 quantitative surveys will be done using the "Limesurvey" software, which can be used by the researchers themselves, online and in a decentralized manner.

Data Appraisal

No content available